User's Manual for the Prevention Administration Tracking System (PATS)

Version 4.0

Utah State Division of
Substance Abuse and Mental Health
120 North 200 West #209
Salt Lake City, UT 84103

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Section 1: Overview of PATS 4

1.1 Introduction

The Prevention Administration Tracking System 4 (PATS 4) is a web-based application designed to allow prevention service providers to submit information to the Utah Division of Substance Abuse and Mental Health (DSAMH). It will:

- Store items related to the prevention section of an Area Plan
- Enable efficient tracking of prevention program results
- Provide customized reports
- Process prevention services in a fee-for-service capacity (in testing)

1.2 Organization

There are three modules in PATS 4:
- Area Plans
- Services
- Billing

The Area Plan module of PATS 4 is used to create, change, or discontinue an Area Plan.

The Services module is used to create and assign a service, create a session, create a cycle, track client attendance, and create client records.

The Billing module is used to create and track billing in a fee-for-service environment. The use of this module is restricted to Salt Lake County Substance Abuse.

Section 2: Accessing PATS 4

2.1 Set Up

Internet Explorer Version 5.01 with Service Pack 2 or higher is required to access PATS 4.

PATS 4 is entirely web-based: there is no software to install. The State Division of Substance Abuse and Mental Health (DSAMH) will manage all changes and updates to the software, and maintain all reference tables Access is restricted to authorized personnel only.

2.2 Security

URL:
http://itas23spr.utah.gov/pats40.gov

In order to become a PATS 4 User or Power User you must first create a UMD login id and password. The instructions for creating the UMD login and password are located on the PATS login page. Once you have created the login and password, contact the Helpdesk and submit a ticket that inlcudes your login id. When this is complete you will receive an e-mail informing you that you may access PATS 4.

Create UMD:
http://itas23spr.utah.gov/pats40.gov

If you leave PATS inactive for 30 minutes or more your session will expire and you will be taken back to the initial log in page.

2.3 Help

Report a Problem:

http://its.utah.gov/reportaproblem/reportaproblem.htm or call 538-3440 or toll-free 1-800-678-344.

PATS 4 is supported by DSAMH and the Department of Human Services. All problems should be reported using the State ITS Helpdesk.

2.4 Getting Help With PATS 4

We have a Frequently Asked Questions section that will be updated periodically.

The manual covers the procedures needed to use PATS successfully. If users need additional assistance or need to report a problem with PATS, they should contact the State of Utah's Helpdesk. Instructions for contacting the Helpdesk are outlined below, but first here are some important things to remember:

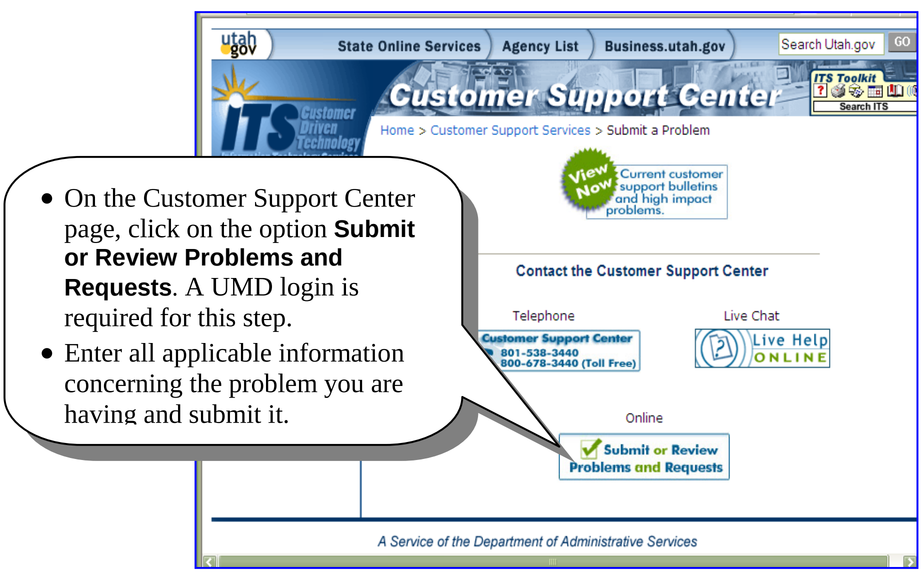
- There are Tips and Tricks located throughout this User Manual.
- Do Not use apostrophes (') or other special characters (!, @, %, &, etc.) when entering data into the PATS system. Use of these special characters can lead to corrupted data and inaccessible records.

- PATS is a web-based application and you will need to use the supported web browser to access it. Microsoft Internet Explorer is the officially supported browser.
- When performing searches in PATS, the percent sign (%) can be used as a wild card. For example, if you want to search for all services beginning with the letter “a” you would enter **a%** in the search field. You can also use the percent sign alone to return all records.
- Due to ongoing enhancements, there may be slight differences between the actual screen layout and the screen layout depicted in this manual

If you prefer, you can access the Helpdesk by entering the URL http://its.utah.gov/reportaproblem/reportaproblem.htm.

To contact the State of Utah’s Helpdesk. You can:

Instead of submitting a problem online, you can call the Helpdesk at 538-3440 or toll-free 1-800-678-3440 and select option 5.



Section 3: Area Plans and Power Users

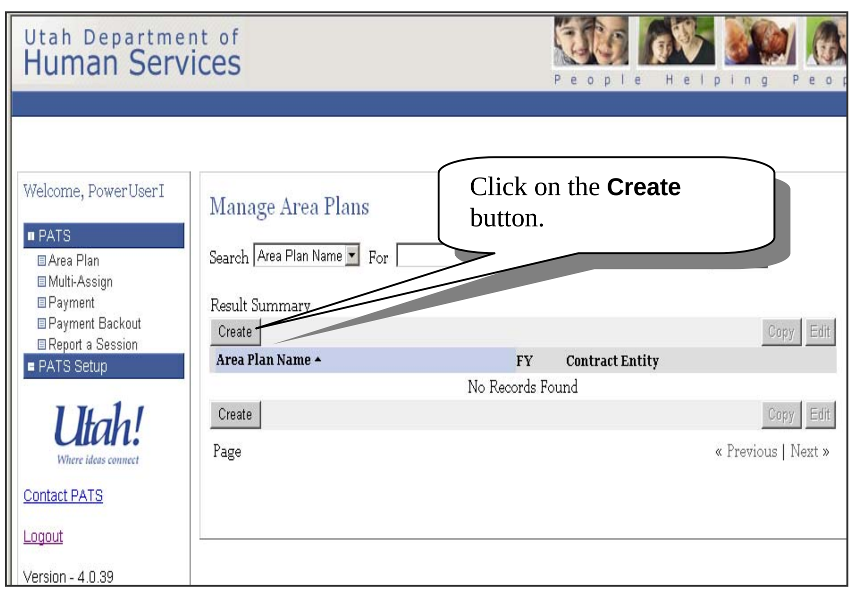
__Please note__: only users designated as Power Users may Create, Add to, Modify, or Deactiviate Area Plans. Users are designated Power Users with DHSMH approval.

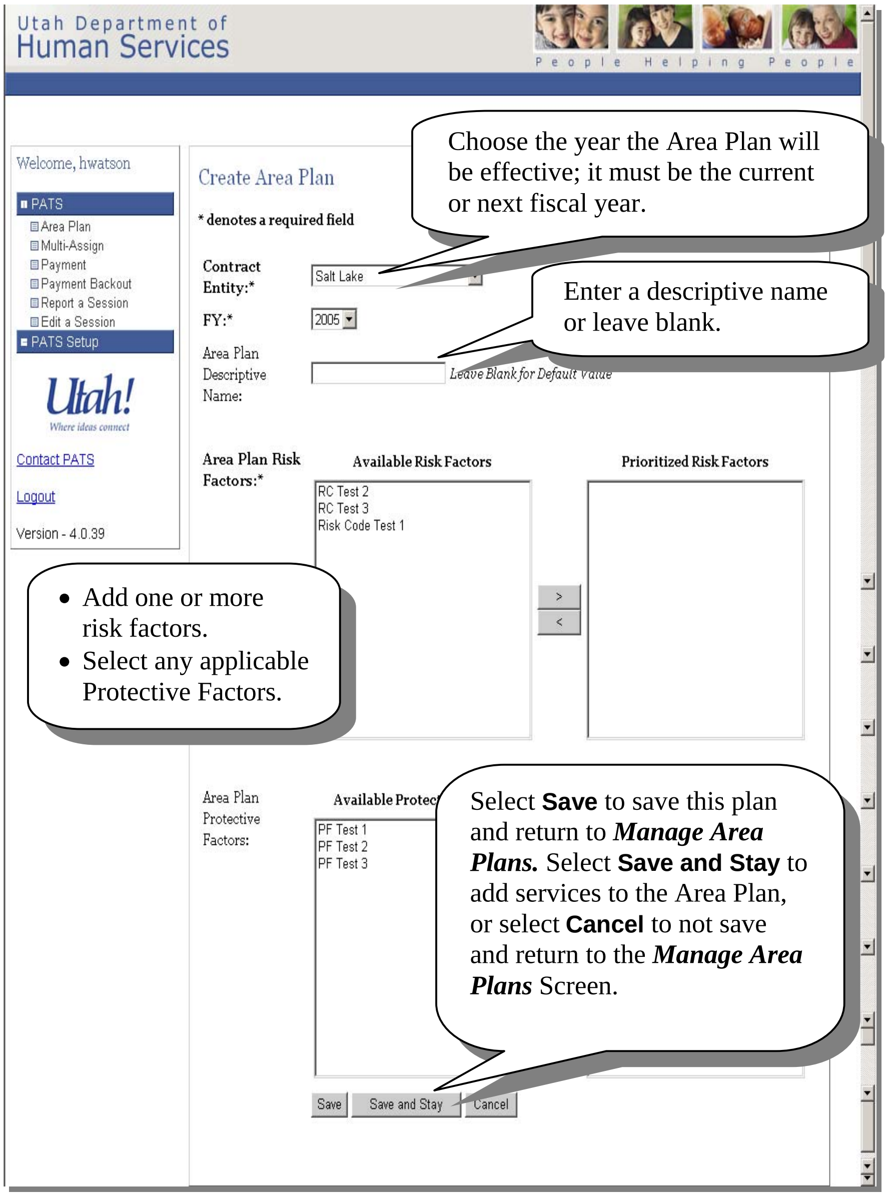
Selecting an Area Plan, Service, etc. may be done by clicking on the underlined name or by clicking the radio button by the name of the Area Plan, Service, etc.

If you leave PATS inactive for 30 minutes or more, your session will expire and you will be taken back to the initial login page.

3.1 Power User Creates a New Area Plan

To create a new Area Plan, the Power User must:





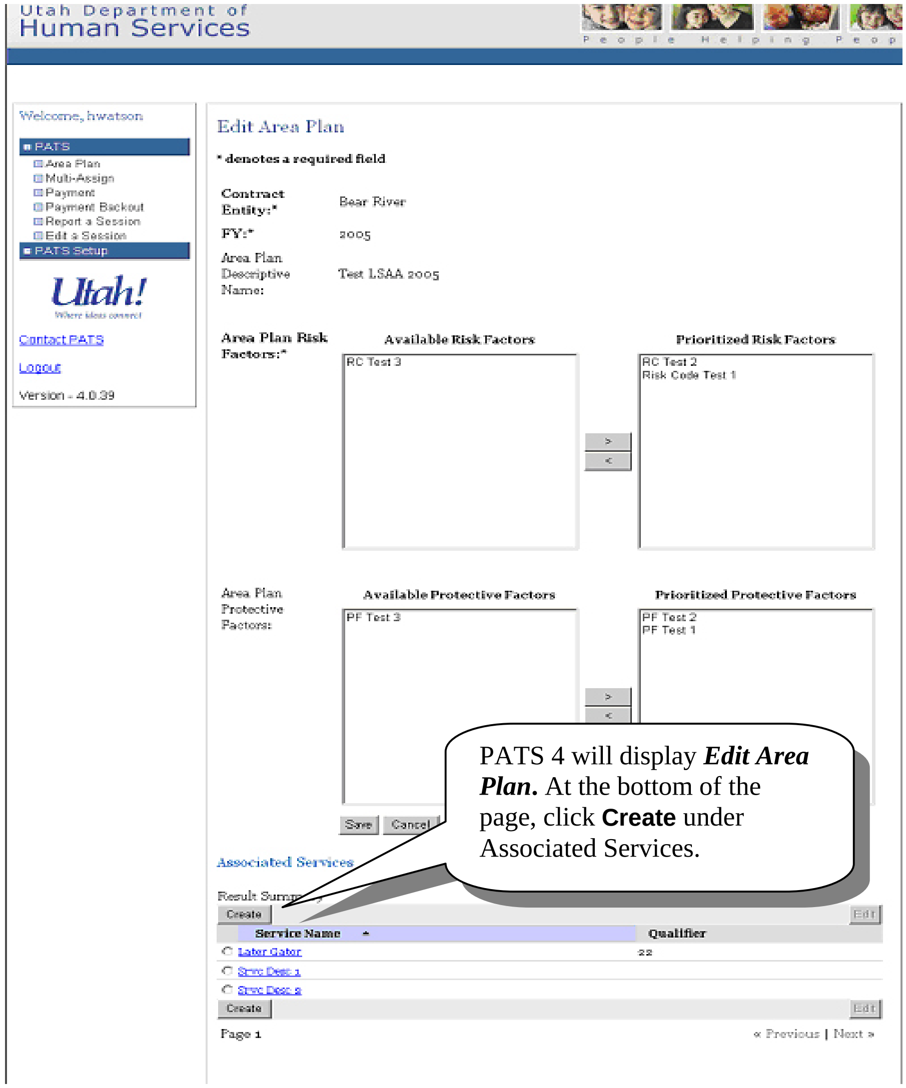
To sort, click on the title of the subject you want sorted; i.e., Area Plan Name, FY, Contract Entity, Office, Service Name, etc.

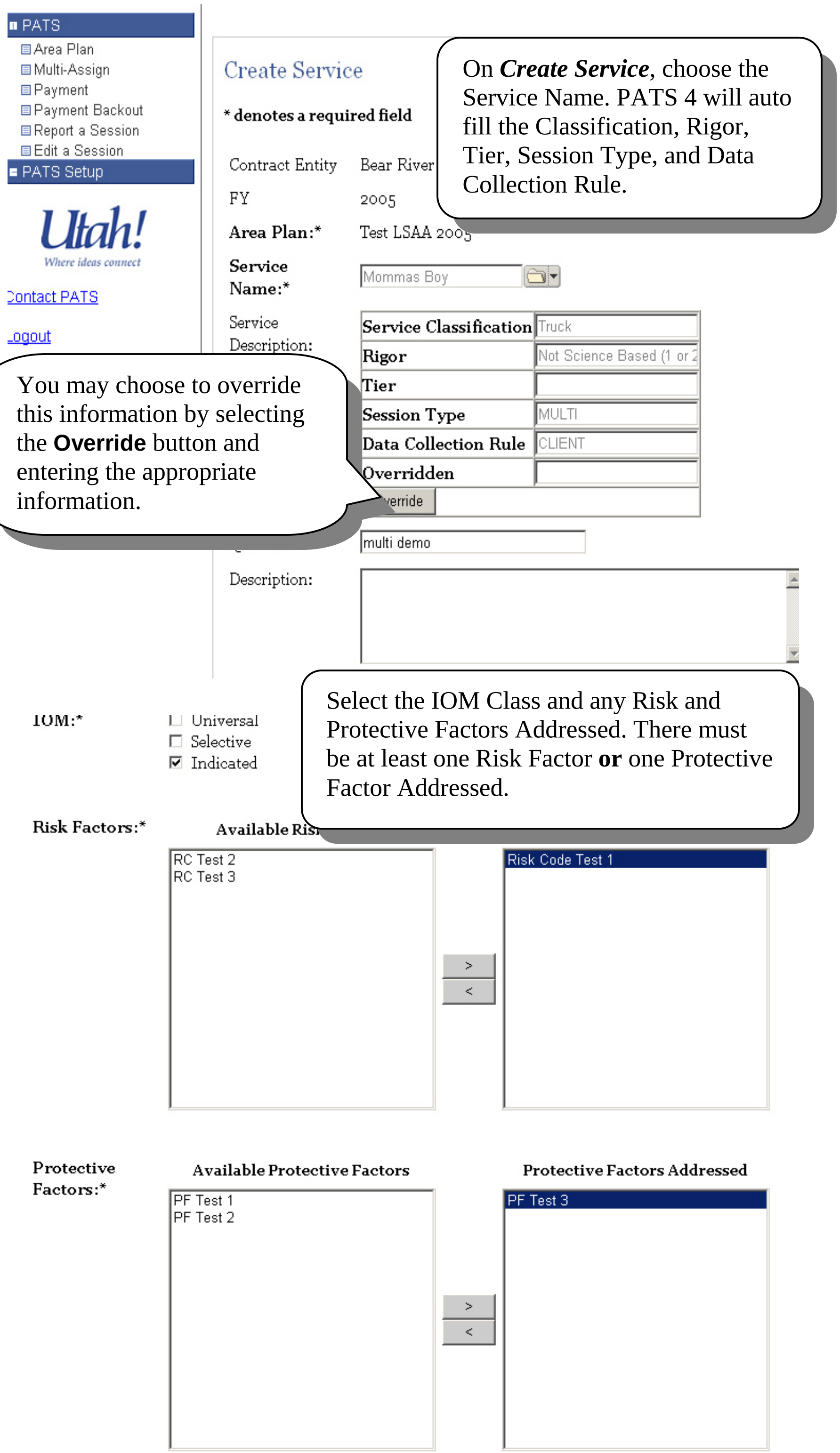
To search, select the category using the drop down box to the right of the Search title and then enter the search criteria followed by % in the box labeled For, *then click the Search button.*

3.2 Power User Adds a New Service to an Area Plan

To add a New Service to an Area Plan, the Power User must:

- Sign in to PATS 4 online
- Select **Area Plan** under PATS navigation menu
- PATS 4 will display the Area Plans available to you
- Choose the appropriate Area Plan to add the Service by clicking on the Area Plan Name


Utah Department of
Human Services
People Helping People
Welcome, hwatson
PATS
Area Plan
Multi-Assign
Payment
Payment Backout
Report a Session
Edit a Session
PATS Setup
Utah!
Contact PATS
Logout
Version - 4.0.39
Edit Area Plan
* denotes a required field
Contract Entity:* Bear River
FY:* 2005
Area Plan Descriptive Name: Test LSAA 2005
Area Plan Risk Factors:*
Available Risk Factors
RC Test 3
Prioritized Risk Factors
RC Test 2
Risk Code Test 1
Area Plan Protective Factors:
Available Protective Factors
PF Test 3
Prioritized Protective Factors
PF Test 2
PF Test 1
Save
Cancel
Associated Services
Create
Edit
Service Name
Qualifier
Later Gator
22
Create
Edit
Page 1
« Previous | Next »
PATS 4 will display ***Edit Area Plan.*** At the bottom of the page, click **Create** under Associated Services.



On ***Create Service***, choose the Service Name. PATS 4 will auto fill the Classification, Rigor, Tier, Session Type, and Data Collection Rule.

You may choose to override this information by selecting the **Override** button and entering the appropriate information.

Select the IOM Class and any Risk and Protective Factors Addressed. There must be at least one Risk Factor **or** one Protective Factor Addressed.

If you try to save without entering all of the required information, you will receive an error message and the information you entered will be erased.

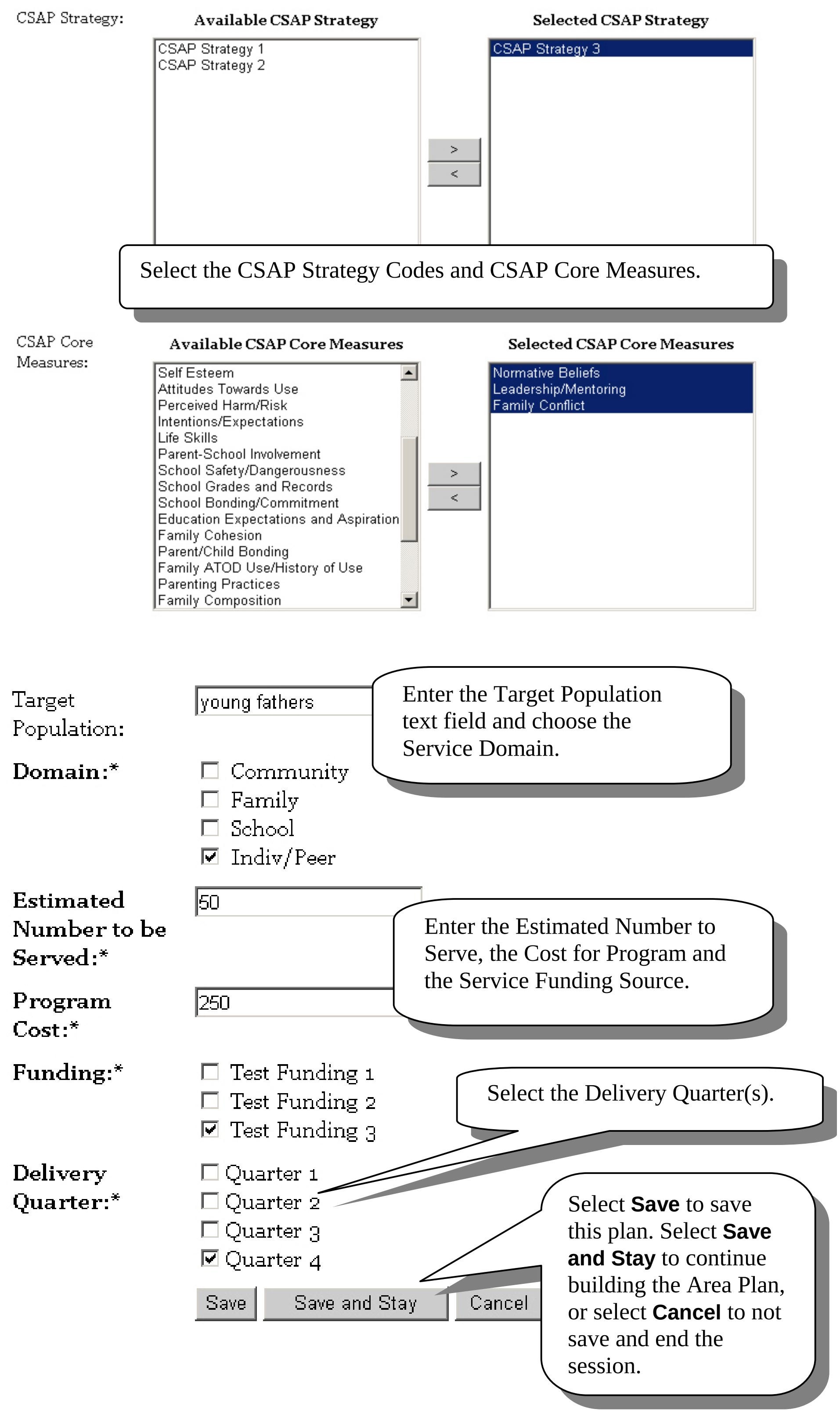
Session Type can be either single or multi.

Attendance Rule can be either Client or Demographic. If Client is selected, you will need to complete a client roster for the session(s). If Demographics is selected, you will need to complete client demographic information for each session.

You may enter the Qualifier and Description or leave them blank.

There may be one or several Service Domains.

There may be one or several Service Funding Sources.



Problem

DSAMH has identified a bug and the workaround for the bug. Here's a quick rundown:

- User selects area plan.
- Under ***Associated Services***, user chooses to **Create** a new service.
- Users then specify the service name, risk factors, protective factors, etc.

When they try to save the service the user will receive an error message ("An unknown error has occurred"). If the user tries to save again, they will receive a different error indicating that the Service Name and/or qualifier are not unique.

What happens is that the service is actually saved the first time, however, all the options (risk factors, protective factors, etc.) are not saved. Some users are changing the name slightly and then saving it again which will create two identical services with different names. This doesn't happen every time.

Here's a quick workaround.
If the user receives an error on the first save attempt, they need get out and come back into the area plan. To do this:

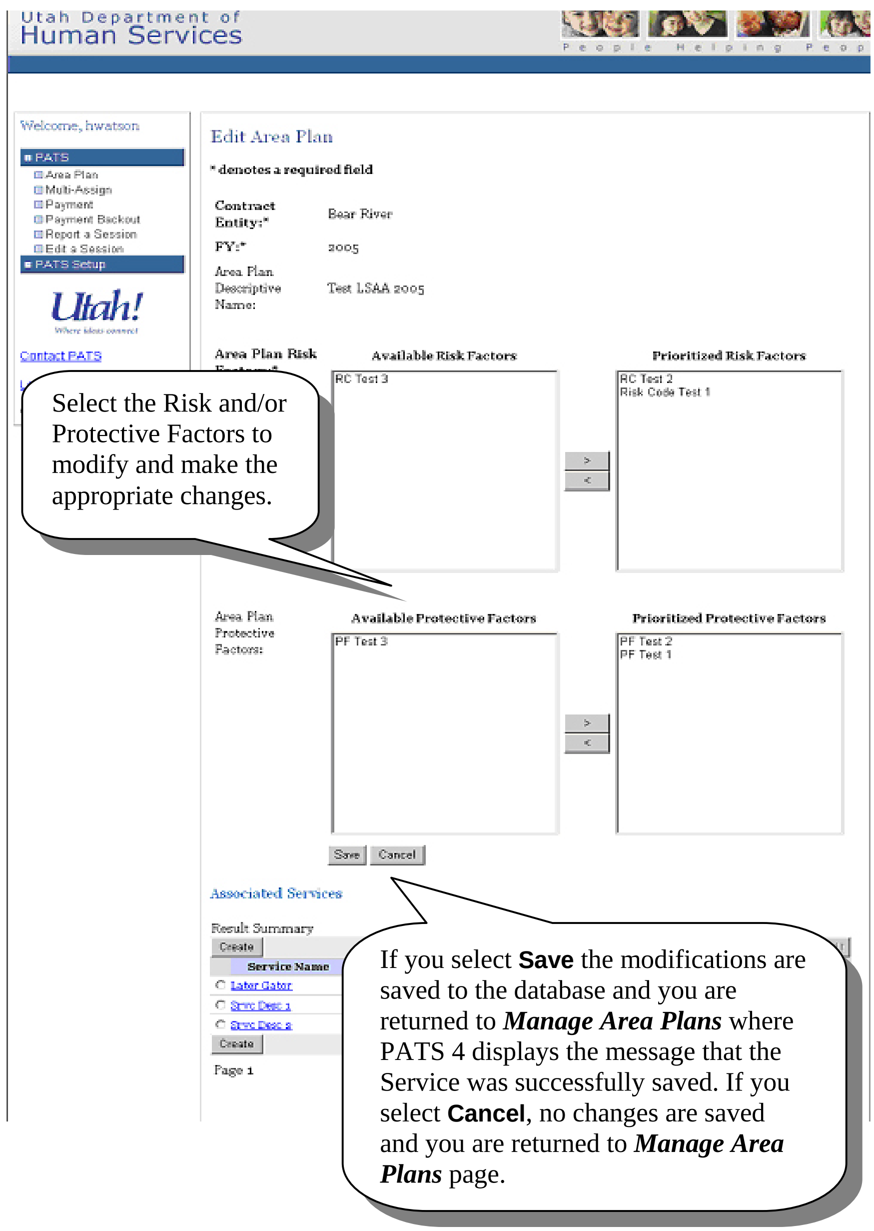
- Click on **Area Plan** in the PATS menu and select the appropriate plan.
- The user needs to look under **Associated Services,** select the service they just created and edit it.
- The user may need to reselect options such as risk factors and/or protective factors.
- The user then needs to save the changes made.

Unfortunately the user will have to go into the same service twice, but the second save seems to work.

3.3 Power User Modifies an Area Plan

To modify an Area Plan the Power User must:

- Sign in to PATS 4, and choose **Area Plan** under the PATS navigation menu.
- PATS 4 displays the Area Plans available for modification.
- Select the Area Plan to modify.
- PATS 4 then displays ***Edit Area Plan***.



3.4 Power User Modifies a Service in an Area Plan

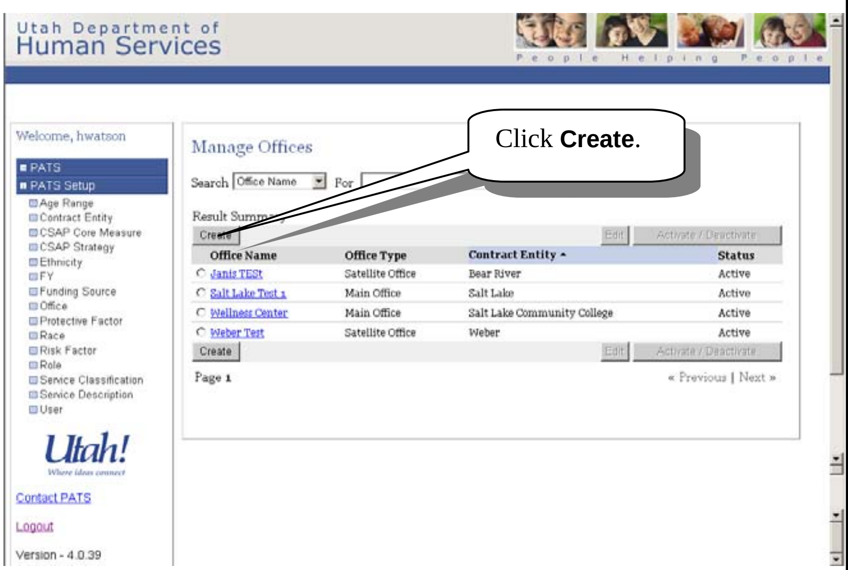
To Modify a Service in an Area Plan, the Power User must:

- Sign in to PATS 4 and select **Area Plan** under the PATS navigation menu.
- The Area Plans available for modification are displayed.
- Select the appropriate Area Plan and PATS 4 displays ***Edit Area Plan***.
- Select the Service to modify under the Associated Services heading.
- PATS 4 then displays ***Edit Service*** for the selected service.
- You may choose to override the Service Type and/or Attendance Rule; you may also change the Qualifier, Description, IOM, Risk Factors, Protective Factors, CSAP Core Measures, Target Population, Domain, Estimated Number to be Served; Cost, Funding, and/or Delivery Quarter.

If you select **Save** the changes are saved to the database and PATS 4 confirms the Modified Area Plan has been saved and returns you to ***Edit Area Plan***. If you select **Cancel**, the changes are not saved and PATS 4 displays ***Edit Service*** without the modifications.

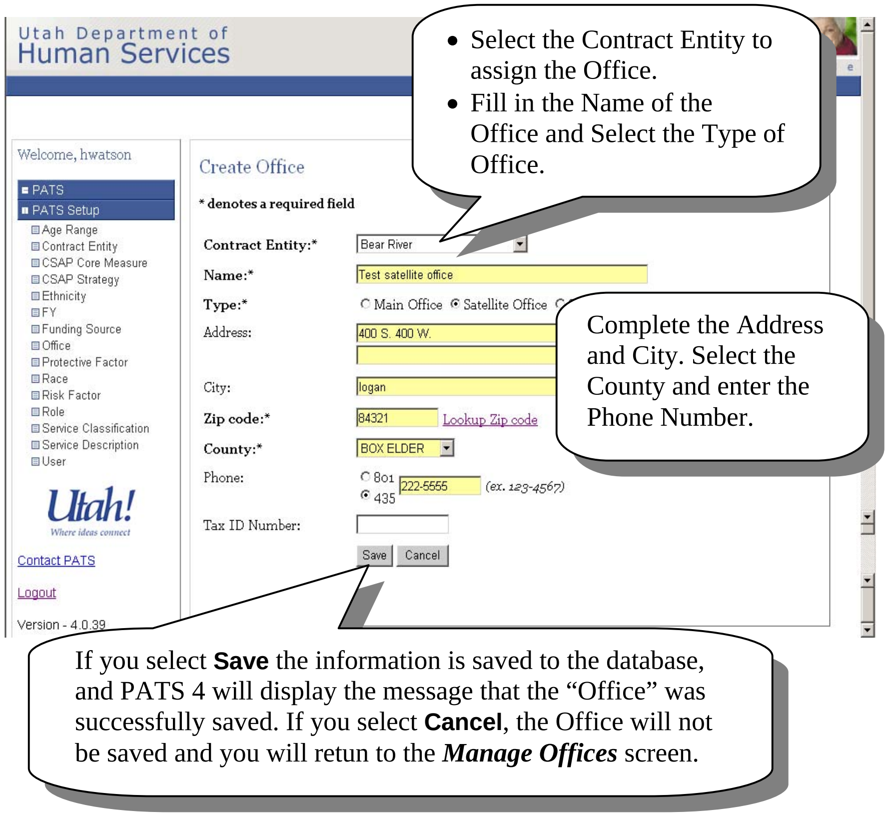
3.5 Power User Creates an Office

To Create an Office, the Power User must sign in to PATS 4 and select **Office** under the PATS navigation heading.



Although it is best to enter all applicable information, the Office zip code is the only address-related entry that is required. If you do not enter a zip code, you will get an error message.

You may complete the Tax ID Number or leave it blank.

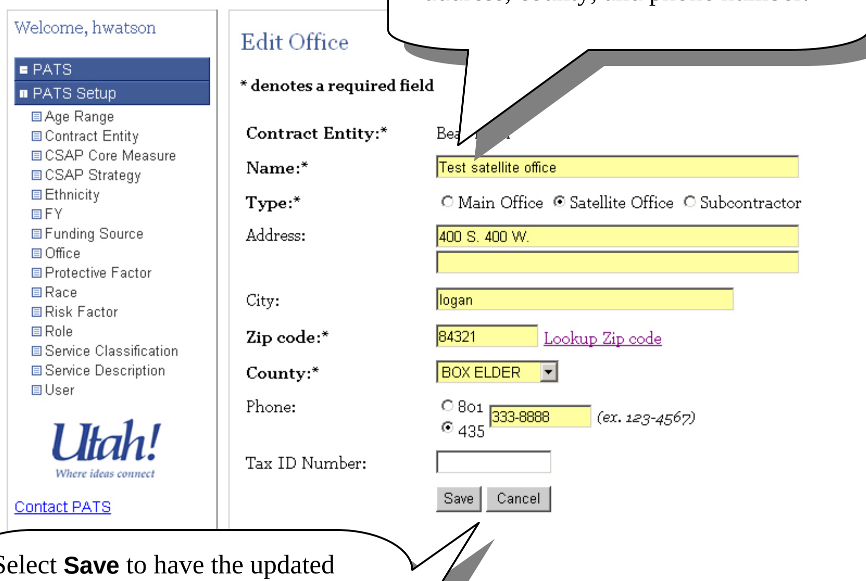


3.6 Power User Changes the Satellite or Subcontractor to Main Contract Entity

To change the Satellite or Subcontractor to the Main Contract Entity the Power User must:

Select **Office** under the PATS Set-up menu
On ***Manage Offices***, choose the office to modify by clicking on the office name or by selecting the office’s radio button and clicking on **Edit**

Update the Name, type of office, address, county, and phone number.



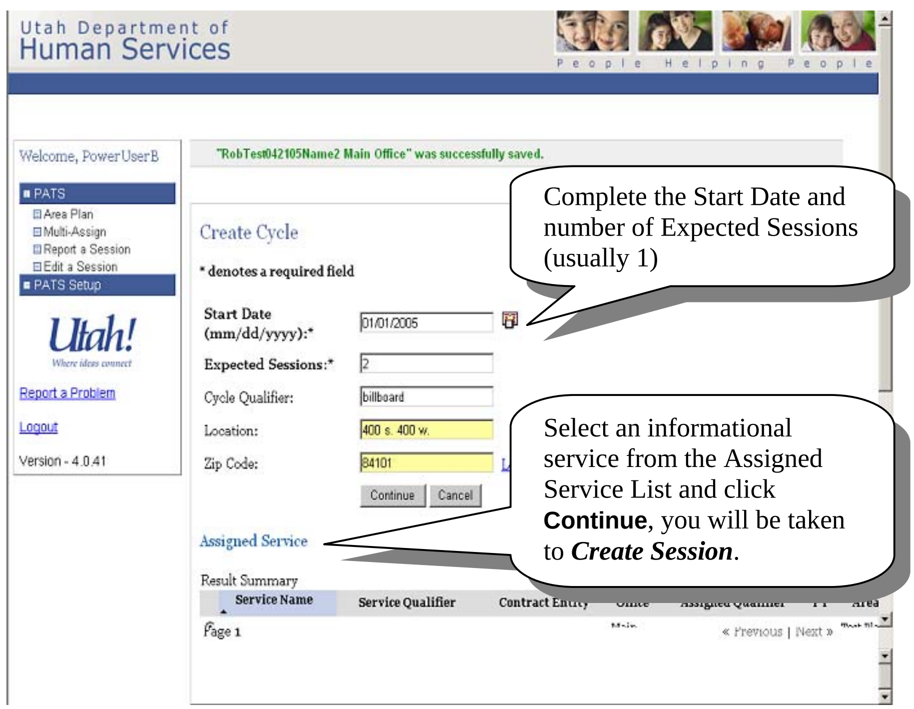
Select **Save** to have the updated information saved to the database and return to ***Manage Offices***. Select **Cancel** and the information will not be saved and the session ends.

Section 4: Users, Power Users, and Services

4.1 User Reports an Informational Service

To Report an Informational Service, the User must:

- Sign on to PATS 4 online and select **Report a Session** under the PATS navigation menu.
- Select **Create New Cycle.**



If you complete the location and/or zip code, this information will be carried over to all Sessions in the Cycle.

Complete all required fields. You may add comments if you wish, but they are not required.

Select **Save** and you will be taken to ***Edit a Session***. Select **Save and Stay** to save the information and remain on ***Create Session***. Select **Cancel** and the information will not be saved.

4.2 User Reports a Single Session Service or the First Session of a Multiple Session Service

To report a single session service or the first session of a multiple session service, a User must:

- Select **Report a Session** under the PATS navigation Menu.
- Select **Create New Cycle** on ***Report a Session.***
- On ***Create Cycle***, complete the Start Date and number of Expected Sessions.
- If Location and Zip Code are completed this information will be carried over to subsequent screens.
- Select the appropriate service and then select **Continue**.
- On ***Create Session***, complete all required fields and any applicable non-required fields.
- Information on participants is entered one of two ways depending on the Attendance Rule option (Demographic or Client) chosen when the service was created. If the Attendance Rule is Demographic, follow the steps outlined in section 4.3. If the Attendance Rule is Client, follow the steps outlined in section 4.4.

4.3 User Reports a Session Collecting Demographics

Note: All demographic category sums must be equal. For example, if you enter five males and five females in the gender category, the other category sums must also equal ten. If sums do not match, you will receive an error message and you will need to re-enter the demographic information.

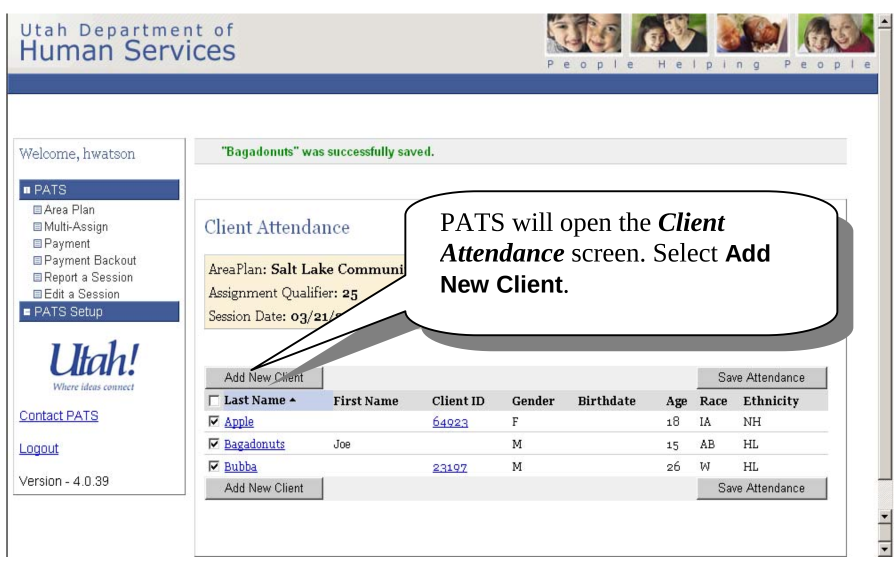
To Report a Session Collecting Demographics the User must:

- On ***Create Session***, enter the Demographic Information including Age, Gender, Race, and Ethnicity. If the Demographic Information is Estimated, check the box and enter the text description for How Estimated (census, enrollment numbers, etc).
- If you select **Save**, the information is saved to the database and you are taken to ***Edit a Service***. If you select **Save and Stay,** and you stay on the same screen. If you select **Cancel**, the information is not saved and the session ends.

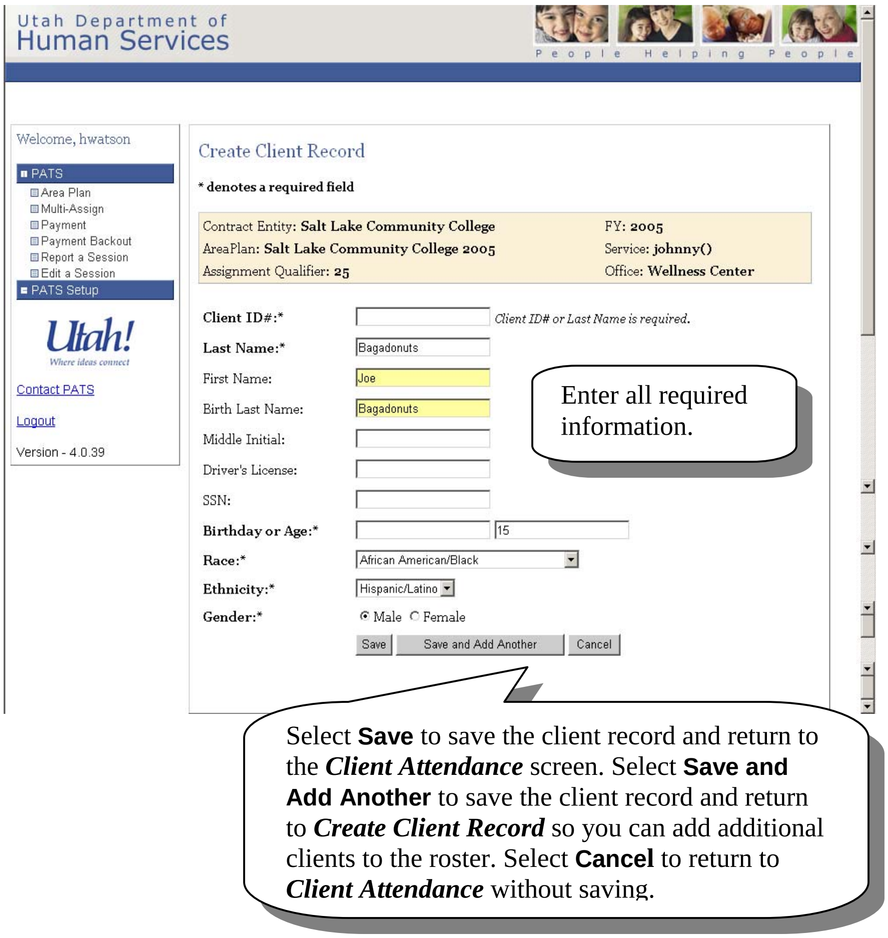
4.4 User Reports a Session Collecting Client Information

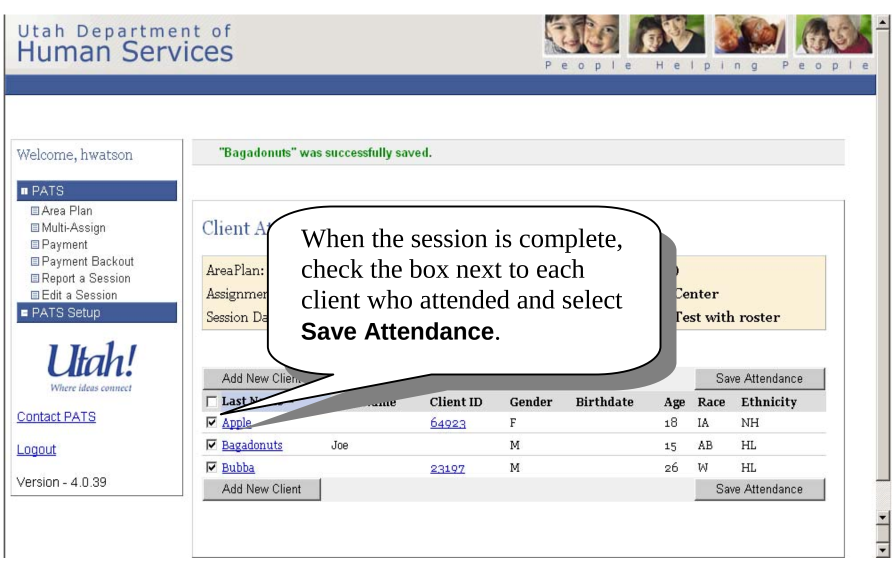
To Report a Session Collecting Client Information the User must complete a client roster:

- Once all required fields are completed in the ***Create Session*** screen, select **Save** to save the record to the database



- ***Create Client Record*** will open.





- PATS will save the client roster, calculate the demographics and take you back to ***Edit Session***.

4.5 User Adds a Session to a Cycle

To add a Session to a Cycle, the User must:

- Select **Report a Session** under the PATS navigation menu.
- In ***Report a Session***, select the cycle you want to use by clicking on the Service Name or by clicking on the radio button next to the Service Name. Cycles are listed by Service Name, Service Qualifier, Start Date, etc.
- Complete all required fields in ***Create Session***.
- Select **Save** to save the information and return to ***Edit a Service***. Select **Save and Stay,** to save the record and stay in ***Create Session***. Select **Cancel**, if you do not wish to save the record. You will be returned to ***Report a Session***.

4.6 User Marks a Session as the Last

There are two ways to designate the last session in a cycle. The user can do this when reporting/creating a session, or by editing a session.

To do it when reporting/creating a session:

- Select **Report a Session** under the PATS navigation menu.
- In ***Report a Session***, select the appropriate cycle by clicking on the Service Name or by clicking on the radio button next to the Service Name. Cycles are listed by Service Name, Service Qualifier, Start Date, etc.
- Complete all required fields in ***Create Session***;
- Click on the box next to Last Session.
- Select **Save** to save the information and return to ***Edit a Service***. Select **Save and Stay**, to save the record and stay in ***Create Session***. Select **Cancel,** if you do not wish to save the record. You will be returned to ***Report a Session***.

Note: *After the Last Session box is marked, the completed cycles will not show up in the "Select Cycle for Session" list unless you manually select the option for Include Completed Cycles.*

To do it by editing a session:

- Select **Edit a Session** under the PATS navigation menu.
- In ***Edit a Session***, select the appropriate session by clicking on the Service Name or by clicking on the radio button next to Service Name. Sessions are listed by Service Name, Service Qualifier, Start Date, etc.
- In ***Edit Session***, click on the box next to Last Session.
- Select **Save** to save the information and return to ***Edit a Service***. Select **Save and Stay**, to save the record and stay in ***Create Session***. Select **Cancel**, if you do not wish to save the record.

4.7 Power User Method of Marking an Assigned Service as Complete

To Mark an Assigned Service as Complete, the Power User must:

- Select **Area Plan** from the PATS navigation menu.
- Select the appropriate Area Plan from the ***Manage Area Plans*** screen.
- In the ***Edit Area Plan*** screen, select the Service Name from the list of Associated Services;
- In the ***Edit Service*** screen, select the Office from the list of Assigned Services;
- In the ***Edit Assigned Service*** screen, mark the **Complete** box. This service will no longer be shown for Users, but will show for Power Users as complete. Users from the assigned offices will no longer be able to report on these services.

Key Terms

Area Plan: A plan reflecting the prevention goals and efforts within a Local Authority Area. The Area Plan is submitted annually and coincides with the State Fiscal Year July 1 through June 30.

Assigned Qualifier: A descriptor that allows a contract entity to distinguish between services that have the same name, but have different risk factors or data collection requirements.

Contract Entity: The Local Authority or Higher Education Entity that contracts with the Division of Substance Abuse and Mental Health (DSAMH).

CSAP Core Measures: A federal initiative developed to increase ability to evaluate data across cross-site studies. CSAP has identified 33 core measures used as part of evaluation efforts.

CSAP Strategies: CSAP has identified six areas that form a comprehensive prevention program:

1. Dissemination of Information.
2. Prevention Education.
3. Alternative Activities.
4. Community-Based Processes.
5. Environmental Approaches.
6. Problem Identification and Referral.

Cycle: A group of sessions, or iteration of a class. For example, a group of eight sessions that makes up a given class.

Data Collection Rule: Service reporting requirements: demographics, client roster, or informational only.

Delivery Quarter: The quarter of the State Fiscal Year in which the service occurs or is projected to occur.

1st quarter: July – September
2nd quarter: October – December
3rd quarter: January – March
4th quarter: April – June

Descriptive Name: Provided by the Local Authority, a way to elaborate on and customize a service name. Service names are standardized by DSAMH.

Domain: There are 6 domains used to help define prevention and evaluation efforts:

1) Individual Domain: Interventions in the Individual Domain are designed to change knowledge about and attitudes toward substance abuse with the ultimate goal of influencing behavior. These interventions target factors such as: lack of knowledge about the negative consequences associated with using illegal substances, attitudes favorable toward use, early onset of use, biological or psychological dispositions, antisocial behavior, and sensation seeking.

2) Family Domain: Interventions in the family domain focus on issues such as parental and sibling drug use or approval of use, inconsistent or poor family management practices including: lack of supervision, lack of parental involvement in children's lives, family conflict, sexual or physical abuse, economic instability, and lack of attachment to parents, often called low family bonding. For immigrant families, problems adapting to the mainstream culture can also be a serious risk factor.

3) Peer Domain: The principal risk factors associated with the peer domain are: peer use, peer norms favorable toward use, and peer activities conducive to use.

4) School Domain: Interventions in the school domain target the following areas: lack of commitment to education, poor grades or school failure, lack of attachment to school, negative school climate, and lenient school policies with regard to the use of some substances (e.g. tobacco).

5) Community Domain: Interventions in the community domain are aimed at: lack of bonding or attachment to social and community institutions, lack of community awareness or acknowledgment of substance use problems, community norms favorable to use and tolerant of abuse, insufficient community resources to support prevention efforts, and inability to address the problem of substance abuse.

6) Society/Environmental Domain: Societal/environmental interventions focus on norms tolerant of use and abuse, policies enabling use and abuse, lack of enforcement of laws designed to prevent use and abuse, and inappropriate negative sanctions for use and abuse.

Funding: Source of money for Prevention Services. Typically, the Federal Block Grant, Safe and Drug Free Schools, local funds, or a grant such as SICA.

FY: Fiscal Year. The State Fiscal Year is July 1 through June 30.

IOM: The Institute Of Medicine developed definitions of populations served by prevention services:

> *Indicated*: target population has exhibited the problem behavior but has not developed a DSM diagnosis.
> *Selective*: target population is identified by increased level of risk factors.
> *Universal*: target population is general.

Office: A location hub for prevention services. Often, office is defined by the county or school district. Many Local Authorities have several "offices."

PATS: Prevention Administration Tracking System.

Protective Factors: DSAMH uses the Hawkins/Catalano model of Risk and Protective Factors. Protective Factors help buffer an individual from the adverse effects of Risk Factors.

Rigor: A typology created by the Center for Substance Abuse Prevention (CSAP) to explain how researchers organize prevention programs into a hierarchy or classification scheme. The lower levels, *Types 1 and 2*, are not considered scientifically defensible but may show some empirical promise, i.e. "**Promising Practices.**" The higher levels, *Types 3, 4, and 5*, are considered scientifically defensible and demonstrate a more sophisticated level of scientific rigor i.e. "**Best Practices.**"

Risk Factors: DSAMH uses the Hawkins/Catalano model of Risk and Protective Factors. Risk factors increase the likelihood that a problem behavior will occur.

Service: Work done by prevention professionals that reflects goals in the Area Plan. Local Authorities may call the service whatever they would like.

Service Classification: The category of service, i.e. class, social norming, one-time-event, etc.

Service Qualifier: A descriptor that allows a contract entity to distinguish between similar services. For example: Project Alert with Demos, Project Alert with Clients

Session: Instigation of a prevention service. A class.

Session Type: Single Session, Multiple Session, or Informational Only.

Target Population: The group of people to be served by prevention programs. Population can be defined several ways, including the use of academic grade, specific need i.e. young mothers, geographic areas, population statistics or other demographics.

Tier: Levels of effectiveness in Higher Education programming.

Hints and Tips

Double check your demographic counts to be sure that the numbers add up correctly before you click **Save**. If you incorrectly enter the demographic counts and select **Save** you will receive an error message and all of the numbers you previously entered will be removed. You will have to re-enter all of the demographic counts.

Selecting an Area Plan, Service, etc may be done by clicking on the underlined name or by clicking the radio button by the name of the Area Plan, Service, etc.

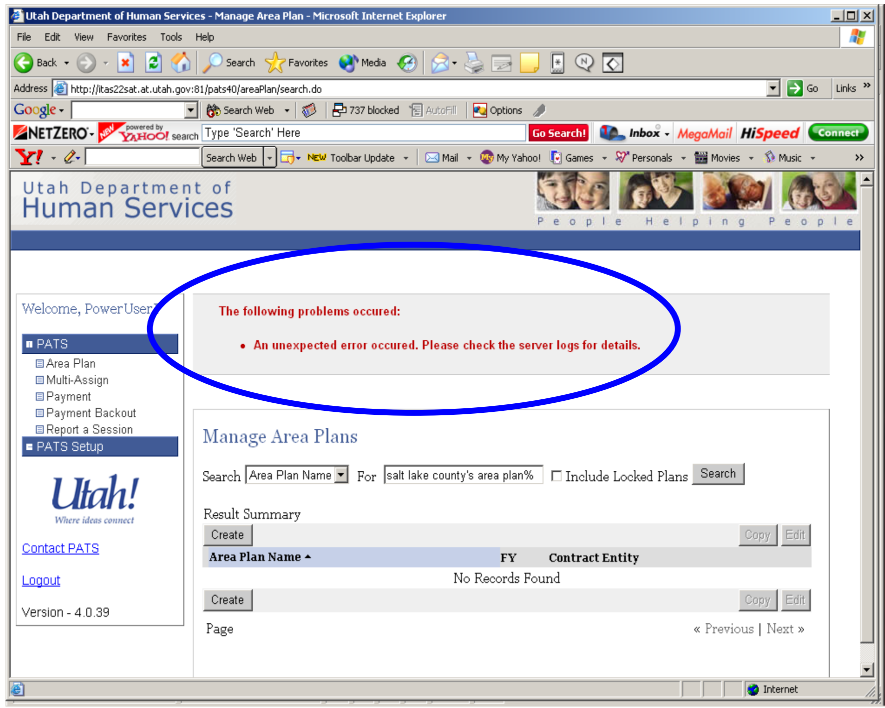
Sorting. you may sort by clicking on the title of the subject you want sorted; i.e. Area Plan Name, FY, Contract Entity, Office, Service Name, etc.

To Search, select the category using the drop down box to the right of the Search title and then enter the search criteria followed by % in the box labeled *For*, then click the Search button.

Use Internet Explorer Version 5.0 plus Service Pack 2 or higher to access PATS 4. Other browsers have been tested and are not compatible with PATS 4.

If you leave PATS inactive for 30 minutes or more, your session will expire and you will be taken back to the initial log in page.

To avoid errors, do not use apostrophes in any entry in the PATS 4 system. If you do use an apostrophe, the following error message will be displayed:



Do not use periods, commas, decimal points, or apostrophes in PATS 4.